

WILLIAMS-SONOMA, INC.

3250 Van Ness Ave.
San Francisco, CA 94109

10/20/21

Notice of Data Breach

Mica Costerousse
393 Cutthroat Dr
Seeley Lake, MT 59868

Dear Ms. Costerousse:

At Williams-Sonoma, Inc. we pride ourselves on consistently providing our customers with excellent merchandise and friendly, knowledgeable associates who can make each shopping experience special. Indeed, we believe that this is what sets us apart from other retailers.

What Happened?

We have determined that when you made contacted Williams-Sonoma on 11/18/21 to update your credit card on your order ending 9027 was collected by an associate for your Discover credit card. Your account was compromised by our associate when you updated the credit card on your order. The associate improperly collected your credit card and asked you for your CVV number on the back of your credit card.

What Information Was Involved?

The information that was involved was your name, credit card data ending 9027, and your CVV number on the back of your credit card.

What Are We Doing?

We have filed a police report and are pursuing prosecution against the associate in question in this matter. The associate has been terminated from employment with WSI.

We deeply regret the inconvenience and difficulty to you caused by this incident. It is disappointing for us to have such a circumstance occur, as the security and integrity of our customer information is our foremost concern. Please be assured that the situation has been properly addressed and resolved.

In hopes that we might regain your confidence, we will be sending you a gift card as a way of inviting you to continue to shop with us. You may use it toward a purchase in any of our stores, websites, or catalogs.

We value you as a customer and hope we will have the opportunity to serve you in the future.

WILLIAMS-SONOMA, INC.

For More Information

You should have also received a call from, Christine Lozzi, Loss Prevention, or Gail Morris, Director of Loss Prevention Department about this matter. If you have not yet heard from them or if you wish to contact us, you can reach her at 415-816-5505 to answer any additional questions you may have in this matter.

What You Can Do

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s).

You may want to contact the three U.S. credit reporting agencies to report the incident and request a credit report:

Equifax
P.O. Box 740241
Atlanta, GA 30374
(866) 349-5191
www.equifax.com

Experian
P.O. Box 4500
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(888) 909-8872
www.transunion.com

You can request a free credit report once a year at www.annualcreditreport.com. The FTC, the credit reporting agencies, your local attorney general, and law enforcement agencies can also provide you with additional information about fraud alerts and security freezes and how to prevent identity theft.

If you suspect any identity theft has occurred, you may contact the Federal Trade Commission by calling (877) 438-4338 or online at www.ftc.gov. The FTC is located at 600 Pennsylvania Avenue, NW Washington, DC 20580. You can also contact local law enforcement or the attorney general in your state.

Sincerely,

Craig Barnes

Senior Vice President
WSI Customer Care Centers